

306365

**Duke, Daphne**

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**From:** m w <wrigm32@yahoo.com>  
**Sent:** Monday, March 28, 2022 6:43 PM  
**To:** PSC\_Contact  
**Subject:** [External] T & M Utilities Inc Customers Data Policy Docket 2019-387-A.  
**Attachments:** 03 28 2022 Customer Data Protection Scan.pdf

Thank You  
Mark S Wrigley  
Docket 2019-387-A.

Sent from my iPhone

**RECEIVED**  
**MAR 29 2022**  
PSCSC  
Clerks Office

## ***Protection of Customer Data***

T & M Utilities, Inc. does not maintain any electronic customers data. Paper documents of all accounts are maintained in locked filing cabinets for the duration life of the customer's account. Customer file consist of the initial application for service along with copy of Drivers License, date of service, billing address if different from service address, date service to start, cut off notices / reconnection notices and termination / disconnection notices. All documents retained for the duration of service is shredded once a disconnection notice has been issued and service discontinued. (03.26.2022)

### **103-823.2.H Protection of Customers' Data (Public Utility Guidelines)**

- (a) **Customer Notice and Awareness**- Notice of regulation update will be inserted in the Monthly billing to all current services. This will be provided to all new customers at time of new applications.
- (b) **Customer Choice & Consent**- Customer Data will not be shared to any third party unless the customer request to share to a certain party, the customer will have to request in person and sign a release for the third party to receive certain data.
- (c) **Customer Data Access**- Customers that need to access their data can come or call the office for and appointment.
- (d) **Data Quality & Security Procedures**- All Documents associated with the service customer is shredded once the account is closed.
- (e) **Public Utility Accountability & Auditing**- Training on this Policy will be provide to all employees by this Company. Violation of this policy can result in termination.
- (f) **Frequency of Notice to Customers**- All customers will be notified when the application for service is received and a notice will be inserted with the mailing of the January Water bill. (Once a year there after)
- (g) **Due Diligence Exercise by Utility Wen Sharing Customer Data with Third Parties**- T & M Utilities, Inc. does not and will not share any customer data with any second or third parties.

For any questions regarding our Policies and Procedures please call 803.468.4702.

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32-		Number of Customers
33-		PSC Order 91-408 - The commission requires all jurisdictional water Companies, to provide its residential customers A copy of the Bill of Rights